



© Crown copyright 2019  
Design and produced by Highways England Creative services BHM19\_0084



*keeping traffic moving*



*Version 3.0  
March 2019*







## Role

Highways England leads the resolution of incidents on the strategic road network to keep traffic moving by:

- Keeping road users moving safely through helpful, accurate and timely information
- Providing appropriate traffic management
- Efficiently restoring the strategic road network capacity through incident management

## Responsibilities

- Preventing escalation
- Working with partners to restore safe use of the carriageway as soon as possible
- Traffic management at the inner cordon i.e. the scene
- Traffic management at the outer cordon including the approach to the incident and wider national/ regional intervention across the strategic road network
- The implementation of diversion routes (in collaboration with Highways England Maintenance Contractors and local Highways Authorities)
- Co-ordinating the emergency response with the other core responders and supporting the lead agency
- Scene clearance after Police handover
- Assessing, planning and implementing the restoration of:
  - The carriageway for safe use
  - Infrastructure at the scene including declaration of the asset as being of a standard safe for use

## Role

Highways England Maintenance Contractors support incident resolution by providing a range of specialist vehicles and equipment as required.

## Responsibilities\*

- Deploy traffic management at the inner and outer cordon
- Respond in a timely manner to make safe damage to highway infrastructure as a result of an incident with a view to full restoration as soon as possible
- Deploy and operate pollution control devices including emergency spill kits
- Assist in assessing the need for additional or specialist resources, to help expedite a speedy restoration of normality and traffic flow
- Assist Traffic Officers or other emergency services upon request with the implementation of Emergency Diversion Routes (EDRs) following area network closures

\* Status as of November 2011

## Role

Both the Police and Highways England have a role in managing the recovery of broken down or damaged vehicles and their loads involved in incidents:

- The Police leads where the vehicle is (or is suspected to have been) involved in criminality or is otherwise the subject of investigation
- Highways England leads in all other cases where there is no Police interest. Vehicles will ordinarily be removed under the direction of, or with the assistance of, Highways England through its National Vehicle Recovery Manager (NVRM)

## Responsibilities

- On instruction, removal of vehicles and their loads that have been abandoned or are causing an obstruction or danger to other drivers
- Storage and, if necessary, disposal of vehicles that have been removed
- Undertake forensic recovery of vehicles where investigation is required (Police recovery only)

## Role

The Police will lead the resolution of incidents on the strategic road network which involve:

- Death or injury including collisions and suicides
- Suspected, alleged or anticipated criminality
- Threats to public order and public safety
- Occurrences where the powers in law or skills of a constable are required

## Responsibilities

- Working with other agencies to create a safe and sterile rescue and work environment
- Preserving the life of those present
- Preventing escalation
- Co-ordinating the emergency response with the other core responders and supporting agencies
- Securing, protecting and preserving the scene, maintaining control and ensuring the integrity of the scene for any subsequent investigation where necessary
- Acting on behalf of HM Coroner
- Investigating the incident in a timely fashion – this includes obtaining and securing evidence in conjunction with other investigatory bodies (where applicable)
- Handing over the scene or sections of the overall scene to Highways England as soon as practicable
- Working with partners to restore safe use of the carriageway as soon as possible
- Being mindful at all times of the economic pressures surrounding protracted road closures

## Role

The Fire Services support incident resolution by:

- Extinguishing fires and protecting life and property
- Rescuing people from a fire and its consequences including a range of other hazards and road traffic collisions

## Responsibilities

- Save life through search and rescue
- Rescue people trapped in road traffic collisions and emergencies
- Extinguish fires and protect life and property in the event of fires
- Respond to, contain, mitigate effects and prevent further escalation of incidents involving hazardous materials and loads including radioactive substances
- Assist with casualty handling
- Undertake body recovery if it is in a dangerous position, such as road traffic collisions which are only accessible by FRS equipment
- Ensure the health and safety of persons within the inner cordon
- Conduct mass de-contamination when required

## Role

The Ambulance Services support incident resolution by:

- Ensuring the initial health needs of those people who become ill or injured whilst travelling on the network are met
- Initiating and seamlessly delivering rapid assessment, response and where required, treatment of those individuals involved

## Responsibilities

- Save life together with the other emergency services
- Accurately assess and triage calls received to incidents
- Protect the health, safety and welfare of ambulance staff as far as is reasonably practicable
- Provide triage, treatment, stabilisation and care of those injured at the scene
- Treat those involved as individuals and respond to their needs as such
- Arrange the most appropriate means of transporting those injured to the receiving and specialist hospitals (involving use of Helimed when required)
- Provide a focal point at the incident for all National Health Service (NHS) and other medical resources
- Where required, nominate and alert the receiving hospitals to receive those injured
- Act as a portal into the wider health services including specialist health advice when required
- Responsible for decontamination of casualties in a Hazmat or chemical, biological, radiological and nuclear incident